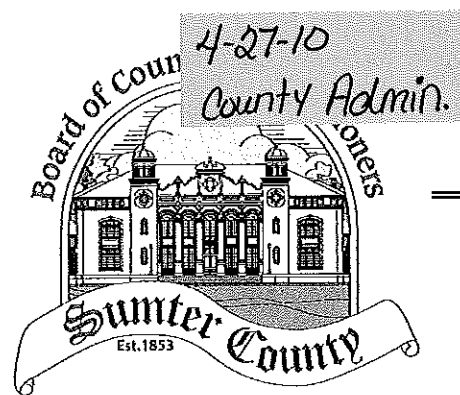


Division of Community Services

Sumter County Transit

229 E. Anderson Avenue • Bushnell, FL 33513 • Phone (352) 568-6683 • FAX: (352) 568-6679
<http://sumtercountyfl.gov>



Memo

To: Deb Barsell, Community Services Director
From: Joseph Quinn, Transit Manager *JQ*
Date: April 8, 2010
RE: Recognition of Excellent Customer Service

On January 11, 2010, Tonya arrived at Mrs. Barbara Fiocco's home to pick her up for her scheduled appointment. Simultaneous to Tonya's arrival, Mrs. Fiocco fell exiting her house and bumped her head in the fall, calling out to Tonya for her help. Mrs. Fiocco stated that she was okay and wished to proceed to her doctor appointment. Tonya helped Mrs. Fiocco to the bus and transported her to the appointment. Upon arriving at her doctor's office, Mrs. Fiocco exited the bus then immediately reentered and asked Tonya to take her home, as she was not feeling well.

On the return trip to Mrs. Fiocco's home, Tonya recommended that she go to the urgent care clinic to be checked out. Based on Tonya's urging, Mrs. Fiocco agreed and Tonya transported her to the clinic where she received treatment for her head injury. Mrs. Fiocco called the following day to commend Tonya on her actions and recommendation to check out her head injury. The doctor stated that had she not sought treatment in the timeframe she did, serious resulting injury or death could have occurred.

Tonya's quick reaction to the incident and subsequent recommendation to Mrs. Fiocco to seek treatment averted what could have been a serious tragedy. Such actions are a testament to Tonya's service and dedication to Transit's customers and she is truly deserving of this recognition.

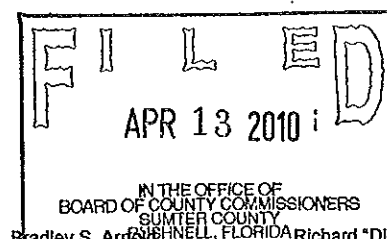
cc: Employee File

Deb Barsell, MSW, Director
Division of Community Services
(352) 793-0282
910 N. Main St.
Bushnell, FL 33513

Doug Gilpin, Dist 2
Chairman
(352) 793-0200
910 N. Main Street
Bushnell, FL 33513

Joseph Quinn, AICP
Transit Manager
229 E. Anderson Avenue
Bushnell, FL 33513
(352) 568-6683

Don Burgess, Dist 3
Vice Chairman
(352) 753-1592 or 793-0200
910 N. Main Street
Bushnell, FL 33513



Bradley S. Anderson
County Administrator
(352) 793-0200
910 N. Main Street
Bushnell, FL 33513

Garry Breeden, Dist 4
(352) 793-0200
910 N. Main Street
Bushnell, FL 33513

Richard "Dick" Hoffman, Dist 1
(352) 753-1592 or 793-0200
910 N. Main Street
Bushnell, FL 33513

Randy Mask, Dist 5
2nd Vice Chairman
Office: (352) 793-0200
Home: (352) 793-3930
910 N. Main Street
Bushnell, FL 33513